

Frequently Asked Questions

Q. I don't have access to a .mil account, can I still sponsor someone on base?

A. Yes. You have to sponsor them in person at a Visitor Control Center.

Q. I don't have access to a .mil account and I won't be available at the time of my guests arrival, can I still sponsor them?

A. Yes. You may submit paperwork in person at the Visitor Center prior to the actual arrival date.

Q. Who can sponsor visitors on the installation?

A. DoD CAC and Teslan card holders that are currently registered in DBIDS and those designated by authorization letters.

Q. What is the vetting process for access?

A. All personnel must go through a series of background checks with a positive outcome prior to access approval.

Q. Will I find out if someone I sponsored is not allowed On the installation?

A. Yes. However, due to privacy concerns exact reasons cannot be divulged to the sponsor. Only the person in question can be given this information.

Q. What if one of my visitors does not want to give me his/her information?

A. Persons not wishing to release their information may stop at any Visitor Center during business hours to be vetted person. Sponsors will add their names to the guest list annotating this request.

Q. I'm hosting an event that is less than 10 days away, what do I do now?

A. Submit the paperwork immediately. The Visitor Center personnel will accommodate your request and assist to ensure your event goes as planned.

Visitor Centers

Walters Street (FSH Main Entrance)
Building 4179
24/7

SAMMC/I35 (BAMC Main Entrance)
24/7 (under construction)

Scott Road (Harry Wurzbach-East)
Building 2843
0600-2200

502d Security Forces Squadron
2404 N. New Braunfels Ave, Suite A
Fort Sam Houston, Texas 78234
Phone: (210) 221-2222, DSN-421-2222



502d Security Forces Squadron
ATTN: Visitor Center
2150 Winfield Scott Road
Fort Sam Houston, Texas 78234
Phone: (210) 221-2650/2651, DSN-421-2570
usaf.jbsa.502-abw.mbx.502-sfs-fsh-visitor-control-center@mail.mil

Special Events



Joint Base San Antonio



Fort Sam Houston



Access Procedures

Procedures

The Department of Defense requires all installations conduct a vetting process to determine fitness and eligibility for access. Here's how it's done:

Sponsors sending visitor request information via a .mil email, must digitally sign and encrypt the email for the protection of the visitors information. The EAL format will be followed for submission requests.

All requests must be submitted no later than 10 days prior to the Special Event.

- * Official Name: (Last, First, MI)
- * Date of Birth
- * Address
- * Driver's License number and State of Issue
- * SSN
- * Vehicle Information (if driving) – Make, Model, License Plate number, State of Issue

Registration personnel will conduct vetting procedures and notify the sponsor of results. Guests found to have derogatory information during the vetting process will be denied access.

The approved list will be provided to the selected entry control point for verification of guests.

Access Control

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Acceptable Proofing Documents

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Definitions

Vetting. An evaluation of an applicant's or a card holder's character and conduct for approval, acceptance or denial for the issuance of an access control credential for physical access.